



# **INFORMATION TECHNOLOGY SUPPORT ANALYST I/II**

## **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of telephone based help desk related duties in a PC systems client based network that includes providing technical assistance to all departments and resolving customer problems with network access, phone/voicemail, all in-house or purchased software, and hardware products. Supported software products include spreadsheets, word processors, databases, e-mail, and enterprise applications. Supported hardware products include PC's, laptops, monitors, printers, modems and scanners.

## **Distinguishing Characteristics:**

### Information Technology Support Analyst I

This is the entry level class in the Information Technology Support Analyst series. This class is distinguished from the Information Technology Support Analyst II by the performance of more routine tasks assigned to positions within the series including researching and troubleshooting basic customer questions and problems, and providing basic on-line training on the proper use of hardware or software.

### Information Technology Support Analyst II

This is the full journey level within the Information Technology Support Analyst series. Employees within this class are distinguished from the Information Technology Support Analyst I by the performance of more complex troubleshooting and training duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I once the employee is performing the full journey level work, is off probation, and meets the minimum qualifications for the class.

## **Supervision Received and Exercised:**

### Information Technology Support Analyst I

Receives close supervision from Information Technology Support Supervisor or other supervisory and management staff.

### Information Technology Support Analyst II

*Revised January 1996*

*Revised January 2000*

*Reclassified from Customer Support Spec I/II July 2005*

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Receives supervision from Information Technology Support Supervisor or other supervisory and management staff.

**Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Analyze and resolve network connectivity, phone/voicemail, enterprise applications, PC software and hardware problems, generally over the phone, through email requests or utilizing remote control technology.
- Provide technical assistance to staff in all departments regarding computer difficulties; analyze departmental problems and recommend solutions to meet operation needs.
- Document trouble calls in a call tracking system and assign calls involving extended research to appropriate group for resolution as needed.
- Work with LAN/WAN and Systems group to resolve major network/server problems.
- Provide complex technical support assistance to PC Services Consultants in field.
- Create and manage enterprise network and email accounts, applying security, file access rights and restrictions.
- Coordinate and manage projects for departmental computer moves, new system installations and software upgrades.
- Coordinates, manages, and supports the implementation of the enterprise computer refresh project
- Assist in the installation and configuration of PC workstations, laptop computers, network printers, and peripherals.
- Answer questions and provide information to various departments regarding proper use of software packages, PC's, peripherals, electronic mail system, and citywide enterprise telephone system.
- Assist in evaluating and making recommendations regarding the performance of City computing resources.

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- Check for viruses; maintains anti-virus utilities software
- Deploy software applications and software upgrades using remote network deployment technology.
- Develop and maintain procedures manuals as required; obtain training manuals from vendors as needed.
- Contact authorized service vendors to report non-functional computer equipment and schedule onsite repairs.
- Maintain software and hardware inventory across the city enterprise.
- Rotate 24/7 on-call PC/Email/Network support
- Attend professional meetings and seminars as required.
- Perform related duties as assigned.

**Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

**Experience:**

Information Technology Analyst I

One year of responsible PC systems and customer support experience within the current technologies (e.g. client based operating systems, Novell and Microsoft networking technologies, Internet/Intranet, and MSOffice suite.

Information Technology Analyst II

Two year of responsible PC systems and customer support experience within the current technologies (e.g. client based operating systems, Novell and Microsoft networking technologies, Internet/Intranet, and MSOffice suite

**Training:**

Information Technology Analyst I

Equivalent to an Associate of Arts degree with major course work in computer information systems or a related field.

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Information Technology Analyst II

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer information systems or a related field

**Licenses/Certifications:**

Information Technology Analyst I

Possession of, or ability to obtain within one year of hire, certification in related computer technologies as appropriate (e.g. Novell, Microsoft, Comptia A+).

Information Technology Analyst II

Possession of, or ability to obtain within one year of hire, certification in related computer technologies as appropriate (e.g. Novell, Microsoft, Comptia A+).

**This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.**

**Job Code: 2201 / 2202**

**FLSA: Non-Exempt - 2201 / Exempt - 2202**